

# Telephone Service Center Telenews

Seventh edition

September, 2004

## AT&T Wireless GSM\* Cellular Service to Replace Nextel Service

AT&T Wireless has completed the installation of cellular micro cells on the Hill. The micro cells have provided enhanced signal strength and reception to areas that had not previously had cellular coverage.

Nextel cellular service is being phased out and users are being transitioned to AT&T Wireless GSM service. The Laboratory will benefit by increased coverage, better calling plans, and improved billing services.

Nextel users will have the option of porting their current cellular number to their new GSM service and will also be able to select from four different telephone models. The majority of these phones have international calling capability, so there will be no need to borrow a cellular phone for international travel. Users or their organizations will be contacted by TSC with transition information. The transition is scheduled to be completed by the end of the year.

\*Global System for Mobile Communications (GSM) is a wireless telecommunication standard.



## Electronic Cellular Validation Available for GSM Users in 4<sup>th</sup> Qtr FY04

Starting with the 4<sup>th</sup> qtr. FY04 validation period, regardless of the type of cellular service, users will be able to validate their cellular usage on line.

Due to cyber security reasons, off-site access to the validation system is only permitted when coming in through VPN. If you would like information on how to obtain VPN service visit <http://www-lblnet.lbl.gov/vpn.html> or call x4559.

## Conference Call Etiquette Tips

*Here are some useful etiquette tips when you are on a conference call;*

- If you are using a speakerphone, and if no one at your location needs to answer a particular question or speak on an issue, you should mute the phone. Speakerphones pick up a lot of background noise, and muting whenever possible will enhance the quality of the call.
- Don't shuffle papers; scrape chairs, pencil tap, hum or do other distracting, noisy activities.
- Don't put your phone on HOLD to do something else. Your hold music will play into the conference call, and make it impossible for the other participants to continue the meeting in your absence.
- Make sure all the participants know that that meeting is formally over, and stay on the line to ensure that everyone hangs up. If they stay on the call, it will show up on your bill.
- While cell phones can technically be included in conference calls, and may be necessary in some cases, cell phones can also cause static on the lines and may otherwise affect the quality of the connection. Cell phones on conference calls should be avoided whenever possible.

## Question of the Month

**Q:** Can I use a Lab desktop or cellular phone to call home and tell my family I need to work late?

**A:** Yes. Use of Laboratory telephones for brief personal calls is permitted when required by changes in work plans, emergencies, or coordination of work activities with family members or others who can be reached only during working hours. These calls are treated as official calls and are paid for by the Laboratory.

### Special Interest:

- **GSM Cellular Service**
- **FY2005 Recharge Rates**

### Next Edition:

- **Telebill**

### TSD Contacts:

- **General Questions-**  
Telephone Service Center -7997
- **Acct. No. Changes -**  
Terry Munoz -6434
- **Calling Cards-**  
Terry Munoz -6434
- **Cellular Service/Equipment-**  
Adams Lee -4966
- **Customer Billing-**  
Rachel Norton -5674
- **Repair-**  
Telephone Service Center -7997
- **Telenews Comments or Suggestions-**  
Janice Smith -5778
- **Telephone Adds/Moves/Changes-**  
Linda Tripp-Sopher -6442
- **Voice Mail-**  
Charlene Stovall -6170



# TSC RECHARGE RATES FOR FY 2005

## Lines

Telephone line	\$30.00/month
DID extension number	\$6.00/month
Measured Business Line – residence	\$25.00/month*
Measured Business Line – LBNL	\$27.00/month*
Dedicated Wire Pairs Point to Point	
- both ends in same building	\$1.00/month
- ends in different building	\$2.00/month

\*approximate, includes Campus or Pac Bell charges

## Telephone Equipment

STE (for faxes, modems)	\$4.00/month
ITE4	\$2.00/month
ITE12 w/speaker	\$8.00/month
ITE12 w/speaker & display	\$12.00/month
ITE30 w/speaker & display	\$30.00/month
Conference phone (Stealth)	\$50.00/day
External bells	\$4.00/month
Headsets	\$136-\$240/one-time

## Voice Mail

Voice mailbox w/telephone	no charge
Voice mailbox without telephone	\$11.00/month
Visual Messenger/Web .messenger	\$7.50/one-time

## Usage Fees

Calling Card (domestic)	\$0.14 set up/call
Calling Card usage (domestic)	\$0.05/minute
Calling Card (international)	\$1.20 set up/call*
Calling Card usage (international)	\$varies/minute
Inside Access Set Up	\$7.50/one-time
Inside Access usage	\$0.15/minute

\*varies

## Cellular

Cellular - digital	\$9.99/month*
Usage	\$varies/minute*

\*various calling plans are available

## Pagers\*

Local	\$6.65-\$11.45/month
Statewide	\$11.65-\$13.45/month
Nationwide	\$21.95-\$45.00/month

\*see <http://tscweb.lbl.gov/> for individual service packages

## Customer Service Consultation

Customer Service Consultation	no charge
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## Moves, Adds, Changes (MACs)

Add/delete extensions	\$50.00/each
Set type change	\$65.00/each
Moves	\$100.00/each
Technician (special projects)	\$55.00/hour
Installs	\$100.00/each
Disconnects	no charge
Cable pulls	\$400.00/each*
Switch Software Change	\$7.50/each

\*includes cost for installing, changing, or moving equipment

## Telecommuting

DSL (includes business line)	\$44.95-\$67.95 /month
Installation of DSL	\$varies/one-time

## Special Services

Video Conferencing Room	\$58.00/hour
Video Conferencing usage	\$0.15/minute/channel

Conference Calling – set up	no charge
Conference Calling usage	\$0.20/minute/user*
Local and City directories	varies

\*usage billed to conference requester

**For more information, Visit TSC's  
home page at <http://tscweb.lbl.gov/>**